

CAZON
CC
-2005

HELPING THE CONSUMER





The Ontario Department of Financial and Commercial Affairs operates to protect your business and financial interests.

THE CONSUMER PROTECTION DIVISION

Ontario citizens have a wide range of services designed to protect their rights in such areas as credit buying, door-to-door (itinerant) sales, used cars, and real estate.

- **The Consumer Protection Bureau** is an agency to protect the consumer's full rights and privileges under Ontario law. The Bureau handles complaints and enquiries about business practices and is responsible for enforcing legislation dealing with disclosure of credit and door-to-door (itinerant) selling.
- **The Upholstered and Stuffed Articles Branch:** Regulates the manufacture of upholstered and stuffed articles such as furniture, bedding, clothing and stuffed toys to ensure that such products meet Ontario's high standards of health and safety.
- **Used Car Dealers Section:** Polices operations of used car sales within the province. It registers all used car dealers and salesmen. Government regulations require that full and accurate description of vehicles and pertinent details on trade-ins, insurance and finance charges be clearly stated on all contracts.
- **Real Estate & Business Brokers Section:** Provides a framework for ethical real estate sales by registering all real estate agents and brokers within Ontario. To protect Ontario residents who are approached to buy land located outside the province, the Act requires that every person or company attempting to sell such land must obtain clearance from the registrar of this section.

ONTARIO SECURITIES COMMISSION

The Ontario Securities Commission administers The Securities Act and is responsible for the regulation of the securities industry in this Province.

The Securities Act requires companies raising capital for their operations through an offering of securities to the public, to provide "full, true and plain disclosure of all material facts relating to the securities being offered".

Through provisions relating to "takeover bids", "proxy solicitations", "insider trading" and "financial disclosure", the Act requires persons and companies to meet disclosure standards relating to previously issued securities to provide information to investors on a continuing basis.

INSURANCE, LOAN AND TRUST CORPORATIONS

The office of the Superintendent of Insurance is responsible for the general supervision of the insurance industry in Ontario. It also oversees the financial position of loan and trust companies. This Division handles complaints and enquiries from policyholders and expedites settlement of claims for automobile, health, accident, general liability, property and life insurance.

COMPANIES BRANCH

The Companies Branch, in broad terms, deals with the incorporation of companies, the processing of annual returns and the provision of public search facilities in respect to companies incorporated in the Province of Ontario.

LOTTERIES BRANCH

Supervises procedures, licences and forms for those games of chance and lotteries made legal under the Criminal Code of Canada.

For additional information in any of these areas, contact:

The Department of Financial and
Commercial Affairs,
555 Yonge Street,
Toronto, Ontario.

3 1761 11469392 2



For more information contact:

Ontario Department of Financial and Commercial Affairs
555 Yonge Street
Toronto 5, Ontario

Ontario Department of Financial and Commercial Affairs



Hon. Bert Lawrence, Q.C., Minister

F. J. Pillgrem, Deputy Minister
